



Dear Customer

Changes to Marske By The Sea Mobile services
Affecting Boosbeck, Lingdale, Easington, Castleton, Lane End, Staithes, Danby, Hinderwell, Great Broughton and Ugthorpe

We are writing to inform you that, regrettably, the postmaster from Marske By The Sea Post Office is unable to operate Ingleby Greenhow Mobile service located outside Dudley Arms, Great Ayton, Middlesbrough, TS6 6LL, due to low customer usage. This service will, therefore, be closing on Thursday 09 January 2025.

Post Office has undertaken a comprehensive review of the branch network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. We must ensure that our funding and resources are allocated to deliver maximum benefit and sustainable services for all customers and the review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. The Mobile and Outreach services provided by the postmaster at Marske By The Sea Post Office was included in this review and as part of our continual review of the network, we will monitor the local area and look to provide additional services, if required.

There will need to be some changes to the current opening hours of the following Mobile services, also operated by the Postmaster from Marske By The Sea Post Office: Boosbeck, Lingdale, Easington, Castleton, Lane End, Staithes, Danby, Hinderwell, Great Broughton and Ugthorpe. Full details of these changes can be found at the end of this letter.

We will display posters to tell customers about these changes. If you are a local representative it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closures may cause. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative we will write to you again once we have any news about our plans for future service provision.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully

Lynne Archbold

Lynne Archbold
Network Provision Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of Alternative branches for Ingleby Greenhow Mobile Service:

Great Ayton Post Office		Services
1 Park Square Great Ayton Middlesbrough TS9 6BP		Offers similar services, however excluding a range of Travel Money except Euro/Dollar.
Opening times		Access
Mon - Fri	09:00 – 16:00	This branch has a wide door and more than one step at the entrance.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		

This service is approximately 3.8 miles from Ingleby Greenhow Mobile Service, along varied terrain. Parking is available in front of the premises. There is no direct bus route between Ingleby Greenhow Mobile Service and this Post Office service.

Stokesley Post Office		Services
44 High Street Stokesley Middlesbrough TS9 5DQ		Offers similar services, with the addition of Passport Check & Send.
Opening times		Access
Mon - Sat	09:00 – 17:30	This branch has a wide automatic door and level access at the entrance.
Sun	Closed	
Getting there		

This service is approximately 4.6 miles from Ingleby Greenhow Mobile Service, along varied terrain. Time restricted parking is available in front of the premises. There is no direct bus route between Ingleby Greenhow Mobile Service and this Post Office service.

Details of the change to existing Mobile service opening hours from Friday 10 January 2025:

**Boosbeck Mobile Service
Car Park, The Station Hotel
High St, Boosbeck
Saltburn By The Sea
TS12 3AF**

Current opening times

Monday	13:45 – 14:15
Friday	13:45 – 14:15

New opening times

Monday	15:00 – 15:45
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Details of the change to existing Mobile service opening hours from Monday 13 January 2025:

**Lingdale Mobile Service
Outside 15 High Street, Lingdale
Saltburn-by-the-Sea
TS12 3DZ**

Current opening times

Monday	12:40 – 13:40
Friday	12:10 – 13:40

New opening times

Monday	13:45 – 14:45
Wednesday	14:30 – 15:30

Details of the change to existing Mobile service opening hours from Friday 10 January 2025:

**Easington Mobile Service
Abingdon Road
Saltburn By The Sea
TS13 4NL**

Current opening times

Monday	09:15 – 09:45
Wednesday	09:15 – 10:00
Friday	09:15 – 10:15

New opening times

Monday	09:15 – 10:15
Wednesday	09:15 – 10:15

Details of the change to existing Mobile service opening hours from Thursday 9 January 2025:

**Castleton Mobile Service
Outside 4 Ashfiled Road
Castleton, Whitby
YO21 2EN**

Current opening times

Tuesday	12:30 – 13:15
Thursday	12:00 – 12:45

New opening times

Tuesday	12:30 – 13:15
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Details of the change to existing Mobile service opening hours from Friday 10 January 2025:

Lane End Mobile Service
Seaton Crescent
Staithes Athletic Club Car Park
Saltburn By The Sea
TS13 5AY

Current opening times

Monday	10:00 – 10:30
Wednesday	10:15 – 11:15
Friday	10:30 – 11:00

New opening times

Monday	10:30 – 11:00
Wednesday	10:45 – 11:45

Details of the change to existing Mobile service opening hours from Wednesday 8 January 2025:

Staithes Mobile Service
Gateway Centre,
Whitegate Close, Staithes
Saltburn By The Sea
TS13 5BB

Current opening times

Monday	10:35 – 11:05
Wednesday	12:15 – 13:15

New opening times

Monday	11:15 – 12:00
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Details of the change to existing Mobile service opening hours from Thursday 9 January 2025:

Danby Mobile Service
Village Hall Car Park
1 Dale End
Danby, Whitby
YO21 2JF

Current opening times

Tuesday	13:20-13:50
Thursday	10:50-11:35

New opening times

Tuesday	13:20 – 13:50
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Details of the change to existing Mobile service opening hours from Friday 10 January 2025:

Hinderwell Mobile Service
Hinderwell Village Car Park
7 Runswick Lane, Hinderwell
Saltburn By The Sea
TS13 5HP

Current opening times

Monday	11:15 – 11:45
Wednesday	13:30 – 14:45
Friday	11:15 – 11:45

New opening times

Monday	12:15 – 13:00
Wednesday	12:00 – 13:00

Details of the change to existing Mobile service opening hours from Thursday 9 January 2025:

**Great Broughton Mobile Service
Wainstones Hotel car Park
31 High Street, Great Broughton
Middlesbrough
TS9 7EW**

Current opening times

Tuesday	11:05 – 12:05
Thursday	14:30 – 15:15

New opening times

Tuesday	11:05 – 12:05
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Details of the change to existing Mobile service opening hours from Wednesday 15 January 2025:

**Ugthorpe Mobile Service
The Black Bull Inn Car Park
Postgate Way, Ugthorpe
Whitby
YO21 2BQ**

Current opening times

Thursday	09:30 – 10:30
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New opening times

Wednesday	13:45 – 14:15
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**To get this information in a different format, for example, in larger print, audio or braille
call 03452 66 01 15 or Textphone 03457 22 33 55.**

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.